



RED DEER LIBRARY BOARD
6:30 p.m. Thursday, April 23, 2015
Waskasoo-Kiwanis Meeting Room

AGENDA

Welcome & Chair's Remarks

Conflict of Interest Declaration

Approval of Consent Agenda

1. Approval of Agenda
2. Approval of Minutes of the Previous Meeting (March 26, 2015)
3. Report from the Planning & Finance Committee
 - a. Approval of Financial Statements of March 31, 2015
4. Report from the Personnel & Administration Committee
5. Friends of the Library report
6. Acceptance of the Managers' reports & Library statistics

Items for Decision

1. Planning and Finance Committee
2. Personnel and Administration Committee

Strategic Discussion and Board Development

Adjournment



open for discovery

RED DEER LIBRARY BOARD
6:30 p.m. Thursday, March 26, 2015
Waskasoo-Kiwanis Meeting Room

MINUTES

Present: Mark Waters, Anita Thomas, Lawrence Lee, Jackie Ammeter, Verda Lee Gilchrist, Christina Wilson (CEO), Lionel Lustgarten (Acting Chair), Jim Taylor, Sylvia Bolkowy, Jannie Ypma (Minutes)

Regrets: Leah Tymko, Lisa Wakefield (attended by phone from 6:30 to 7:10 p.m.)

Guest: Grant Stange, Collins Barrow Red Deer LLP

Welcome & Chair's Remarks

Lionel Lustgarten, Vice-chair, assumed the Chair, in the absence of the Chair, Lisa Wakefield. Lionel called the meeting to order at 6:30 p.m.

Conflict of Interest Declaration

No conflict of interest declared.

Approval of Consent Agenda

15. Approval of Agenda
16. Approval of Minutes of the Previous Meetings (February 26, 2015 and March 12, 2015)
17. Report from the Planning & Finance Committee
 - a. Approval of Financial Statements of February 28, 2015
18. Report from the Personnel & Administration Committee
 - a. Approval of Policy 9.2
19. Friends of the Library report
20. Acceptance of the Managers' reports & Library statistics

Additions:

- Allocation of restricted revenue of \$25,000 funds designated as Facility Planning/Market Research
- Amended presentation of Auditor's Report 2014

MOTION: To approve the agenda with additions as listed.
GILCHRIST / WATERS / CARRIED

Items for Decision

17. Planning and Finance Committee

- a. Amended presentation of Auditor's Report 2014
Lionel introduced Grant Stange from Collins Barrow and thanked him for coming to explain the changes to his presentation of the library's financial statements at the Library Board meeting of February 26, 2015.

MOTION: To accept the amended presentation of the Auditor's Report 2014 as described by Grant Stange, Collins Barrow Red Deer LLP.
WATERS / BOLKOWY / CARRIED

- b. Community Needs Survey
Of the six proposals that the library received regarding conducting a Community Needs Survey, the Environics proposal was chosen due to cost, methodology (telephone survey via landline and cell phones; users and non-users included) and experience with the public library sector (Kitchener, Calgary and Lethbridge).

MOTION: That up to \$25,000 be allocated for a Community Needs Survey.
LEE / BOLKOWY / CARRIED

- c. Approval of Financial Statements of February 28, 2015
Sylvia presented the financial statements.

MOTION: To approve the financial statements to February 28, 2015.
BOLKOWY / WAKEFIELD / CARRIED

18. Personnel and Administration Committee

- a. Approval of Policy 9.2
There was discussion regarding Policy 9.2, which describes the process for revising the work terms and conditions for library staff, not including the CEO, who are exempt from the CUPE contract. It was decided that more information was needed. Policy 9.2 will be discussed further at the next Personnel and Committee meeting and brought back to the Library Board meeting.

Strategic Discussion and Board Development

Mayor Tara Veer requested a meeting with Library Board Chair, Lisa Wakefield, to discuss future library branch planning. The date has been set for Wednesday, April 1, 2015 at 3 p.m. Mayor Tara Veer has asked Craig Curtis, City of Red Deer Manager, and Sarah Cockerill, Director of Community Services, to attend as well. Lisa has asked RDPL CEO, Christina Wilson, to attend the meeting to provide extra information as needed regarding the library.

To help the Library Board members focus on their mandate of governance rather than library operations, Lawrence introduced a document for board members to fill out at the end of each Library Board meeting. This document includes a checklist to help Board members to review the meeting and focus on issues relating to governance.

Christina Wilson, CEO, attended “Crucial Conversations”, a two-day course that teaches skills for creating alignment and agreement by fostering open dialogue around high-stakes, emotional, or risky topics – at all levels of an organization. Christina found the course to be very valuable. It was recommended by Board members to assist the CEO in improving communication skills, as identified during the CEO performance evaluation.

“Let’s Talk” on April 11, 2015 takes place at Bower Mall. This is an opportunity to engage the public, along with various City of Red Deer departments, and inform them in an interesting and entertaining manner about the resources and programs available at the library. They will talk about the Community Survey, Red Deer Reads, and Makerspaces. Christina invited the Board members to help with the event. Lionel, Verda Lee, Lisa and Jackie volunteered to serve at various times of the day.

Adjournment

Verda Lee made a motion to adjourn the meeting at 7:15 p.m.

Approved _____
Lionel Lustgarten (Vice-chair)

CEO Report – March 2015

Following from the February Library Board meeting, the beginning of March was spent preparing for the special March 12 Library Board meeting to review the Library Board's decision not to partner with the City and public school board to develop a south side branch at Inglewood Elementary School. The special Library Board meeting resulted in no change to the Library Board's previous decision and became an interest piece in the local media.

Another highlight of the month was the opportunity for Lisa Wakefield, Library Board Chair and I to participate in a March 26 teleconference with Honourable Diana McQueen, Minister of Municipal Affairs along with 15 other public library representatives, held a few hours after the provincial budget was released. The Minister informed us that the provincial operating grant for public libraries would increase by ten cents per capita (from \$5.45 to \$5.55) and that the Public Library Services Branch (PLSB) would receive a 3.5% increase. The latter allows PLSB to continue supporting services such as SuperNet connectivity, ILL, digital content (Mango, Hoopla, etc.) and supporting public library initiatives of The Alberta Library. The Minister thanked Library Board chairs for their comments leading up to the budget and indicated that the increases reflected the "important and outstanding work" being done in public libraries. It's welcome news, coming at a time when public libraries need to be positioned to help Albertans affected by the down turn in the economy. Past trends indicate that during tight economic times, people use the free services of the public library to cope with life's challenges as people conduct job searches, research new markets, pursue education, seek out different life paths and refreshment of their spirit. This is the first increase in funding in 6 years, but is subject to budget approval. The following day, several RDPL Library Board members, Cory Stier and I attended Premier Prentice's speech, sponsored by the Red Deer Chamber of Commerce at which he discussed what the government hopes to achieve with this same budget.

Capital Projects

The Capital funding agreement for the Downtown Library projects (roof, AC unit, telephone, security system and Level 2 lighting) for a one time grant of \$750,000 was received and signed in March. Cory Stier, Deputy CEO and I are working with Curtis Martinek, Project Specialist, City of Red Deer on the roofing project and have engaged Williams Engineering to manage the tendering process for the roof and air conditioner replacement. An initial meeting has been held to plan the installation of the Timberlands AC unity (ABC Schools, RDPSB, City and Library staff). The telephone and security system replacement will be managed by RDPL's I.T. department, which falls under Cory's operations area of responsibility.

Statistics

March circulation continues to be positive at all locations in comparison to last year. Visits are slightly down in all locations, except Timberlands, although material use (circulation) is up, as are new card registrations.

At the Downtown Branch, computer use is up over last month, even with 4 fewer PCs. In response to public demand and our own observation of use, they've been removed to create

space for a taller, laptop bar, providing people with a comfortable space and power to plug in their own devices and use our Wifi.

Noted in February's report was a decrease in database queries, due to a decrease in a single vendor (Ebsco) product "Novelist". The database vendor has been unable to provide a satisfactory explanation for the decrease but has assured us that these figures are an accurate picture of RDPL's actual use of their product. Consequently, I forecast a continued, apparent, decrease in this line in comparison to 2014, throughout 2015.

CEO Development

As a follow up to the CEO evaluation, I attended a 2-day "Crucial Conversations" workshop in Edmonton, March 24 and 25 to improve my communication skills, particularly in situations where the stakes are high, opinions vary and emotions are frequently strong due to people's investment in the topic at hand. The workshop was very effective in providing a good balance of theory and practical applications. I've been able to apply what I learned in three situations already and will continue to practice these skills.

Community

On March 20, I attended an in-person meeting of **The Alberta Library** Executive, in my capacity as the Treasurer. This was our first Executive meeting with Grant Chaney, newly appointed TAL Executive Director. Much of the meeting was concerned with the strategic plan, financials and planning for TAL's AGM and Board meeting in April. Grant brought a fresh approach to the strategic plan and valuable insights towards future initiatives and the need to build relationships with key provincial government agencies.

Along with Tatiana Tilly and Briana Ehnes, I attended the **CARE** partners' meeting on March 26, at which we agreed to continue our plan with the possibility of participating more fully in the Modern Language Day activities next year. Briana will be meeting with individual CARE trainers so that she can orient them to Downtown Library resources. We still have a goal of ensuring that a level of service can be provided at Timberlands. CARE staff were very complimentary on library services overall, and especially the quality of our Spring edition of the LinQuarterly.

RDPL, as a member of **Red Deer Arts Council**, provides space for their shows in the Downtown Branch's Kiwanis Gallery and space for First Friday events in the Snell Auditorium. I represented the Library at their Annual General Meeting, held in the Snell Auditorium on Friday, March 27th. It has been a big year of accomplishments for the organization as it amalgamated several arts organizations together, raised its profile in the community and organized a number of fundraising efforts such as the Arts & Craft (Beer) event, Celebrity Dance-off and the Family Dances. The Visual Arts Committee acknowledged their appreciation to the Library for the ongoing partnership, which continues to benefit both entities.

Statistics – March 2015

	March 2015	Mar 2014	% Difference	2015 YTD	2014 YTD	% Difference
CIRCULATION						
Total Circulation	78,809	69,261	13.8%	213,974	198,370	7.9%
Adult Materials	38,300	35,957	6.5%	106,102	106,072	0.0%
Paperback	2,181	2,763	-21.1%	5,606	7,313	-23.3%
Fiction	5,248	5,320	-1.4%	14,667	14,812	-1.0%
Non-Fiction	3,630	3,743	-3.0%	10,561	11,076	-4.6%
Large Print	1,300	1,124	15.7%	4,046	3,392	19.3%
Teen	3,173	2,978	6.5%	8,435	7,712	9.4%
Audio-visual	18,312	16,079	13.9%	49,993	50,118	-0.2%
Magazines	980	1,246	-21.3%	2,473	3,594	-31.2%
Other Languages	12	44	-72.7%	39	110	-64.5%
Daisy CDs	94	29	224.1%	176	143	23.1%
eBooks	3,370	2,631	28.1%	10,106	7,802	29.5%
Children's Materials	21,567	19,709	9.4%	57,022	52,321	9.0%
Paperback	1,687	1,573	7.2%	4,355	4,323	0.7%
Non-Fiction	1,858	1,779	4.4%	5,292	4,870	8.7%
Other Languages	457	365	25.2%	1,099	767	43.3%
Fiction	1,599	1,423	12.4%	4,169	3,430	21.5%
Easy	8,319	6,941	19.9%	21,496	19,399	10.8%
Audio-visual	6,647	6,561	1.3%	17,809	16,393	8.6%
Magazines + Comics	457	525	-13.0%	1,226	1,567	-21.8%
eBooks	543	542	0.2%	1,576	1572	0.3%
Timberlands Circ	4,773	0		13,722	0	
Dawe Circulation	14,169	13,595	4.2%	37,128	39,977	-7.1%
Visits-Timberlands	4,488	0		12,566	0	
Downtown	18,114	22,557	-19.7%	52,313	64,348	-18.7%
Dawe	14,549	15,471	-6.0%	38,831	38,196	1.7%
Website Visits	35,571	37,101	-4.1%	112,612	117,152	-3.9%
Total Visits	68,234	75,129	-9.2%	203,756	219,696	-7.3%
Interlibrary Loans						
ILL In	358	319	12.2%	987	840	17.5%
ILL Out	231	187	23.5%	709	531	33.5%
Total	589	506	16.4%	1,696	1,371	23.7%
New Memberships	791	567	39.5%	2,254	1681	34.1%
Renewals	171	555	-69.2%	487	1701	-71.4%
Total	962	1,122	-14.3%	2,741	3,382	-19.0%

	Mar 2015	Mar 2014	% Difference	2015 YTD	2014 YTD	% Difference
REFERENCE						
Adult Total	5,452	5,343	2.0%	15,644	15,029	4.1%
Juv Total	1,796	1,598	12.4%	5,230	4,627	13.0%
Timberlands Total	447	0		1,235	0	
Dawe Total	885	832	6.4%	2,545	2657	-4.2%
Total Ref Questions	8,580	7,773	10.4%	24,654	22,313	10.5%
Database Queries	1,568	2,303	-31.9%	9,735	6,688	45.6%
Total Questions	10,148	10,076	0.7%	34,389	29,001	18.6%
PROGRAMS						
Adult Programs	26	21		52	48	
Attendance	200	116		567	358	
Youth Programs	47	50		142	142	
Attendance	1135	1340		3,314	3321	
TL Programs	67	0	0	234	0	
Dawe Programs *	71	77		197	231	
Attendance	1563	1,375		4,157	4,397	
TL Attendance	1,425	0		4,987	0	
Library Programs	211	148	42.6%	625	421	48.5%
Attendance	4,323	2,831	52.7%	13,025	8,076	61.3%
VOLUNTEER HOURS						
Friends	75	60		153	100	
Library *	671	733		1,913	1972	
Library Board	52	25		162	237	
Total	798	818	-2.4%	2,228	2,309	-3.5%
PUBLIC INTERNET						
Timberlands	249	0		672	0	
Adult Sessions	2,741	1,837		7,968	4,386	
Youth Sessions	255	192		671	782	
Dawe Sessions	1510	486		3,566	1,272	
Total Sessions	4,755	2,515	89.1%	12,877	6,440	100.0%
* Includes						
Adult Literacy Stats						
Tutors	106	108	-1.9%			
Hours	553	696	-20.5%	1,684	1865	-9.7%
Students	131	131	0.0%			
Hours	597	615	-2.9%	1,525	1629	-6.4%

Managers' Reports – March 2015

Learning and Literacy

- Adult Literacy started running two classes at Dawe in March for eight weeks each with the additional funding from Innovation and Advanced Education. One is for CELPIP listening and speaking test prep and the other is for foreign trained professionals. Two ESL instructors were hired. These are pilots to evaluate the demand and effectiveness of offering these at the library.
- Adult Literacy had sixteen tutors take tutor training on Speaking and Developing Fluency with Matt Disen facilitating.
- Although Briana Ehnes is now Manager, Adult Services, she is fulfilling the Digital Literacy Coordinator (DLC) commitments including formal digital literacy training with Member Services staff, completed on March 2, 2015. Training spanned approximately a four week period, with individual sessions lasting 2 hours in length. Staff was trained on Google services, basic reference, eResources, helping patrons with devices, using staff blog, TAL online, Bibliocommons, and the RDPL website. Attendance was excellent as attending training had recently become an expectation for all Members Services staff.
- Teen Services Librarian, Amy Trepanier, represents RDPL as a member of the Central Alberta Poverty Reduction Alliance (CAPRA) Literacy Action Committee. The committee meets once per month. This month's meeting focused on how participating organizations can raise community awareness about the importance of early literacy. Amy provided the group with an overview of RDPL's upcoming "1000 Books Before Kindergarten" program.
- Tatiana Tilly, Manager, Dawe Branch, attended a *Meeting Your Community's Demand for Books (The Mix of Collection Development and Readers' Advisory)* webinar offered by EBSCO on March 25, 2015.
- The Dawe Branch staff ran two interactive displays in March: Red Deer Reads and YRCA voting, with a good public response to displays: 10 comments on the first and 12 on the second from people who voted for their favourite books.
- The March session of Reading Pals program at the Dawe Branch was quite successful. We had 8 students coming to the branch 2 times a week for three weeks to get help with their reading from our wonderful tutors.
- The Red Deer Reads Community Book Club planning continued in March. We accepted nominations for the 2015 RDR title until March 11, and 50 book titles were submitted. The Red Deer Reads Committee met afterwards to go through the nominations, and we narrowed down the list to our Top Five choices, which will be announced on April 11 (Let's Talk, Bower Mall). At that time, we will ask the public to read as many titles as they can and vote on their favorite by May 18, after which we will announce the winning title that will be the focus of our Red Deer Reads program this fall.

Access and Inclusion

- Tatiana Tilly, Manager, Dawe Branch with the help of Member Services staff weeded the Dawe DVD collection in March. It was also reorganized to ensure a better access to the collection. We hope to see future months' statistics reflect these changes!
- Travel Memories, a Downtown Adult Services program on March 4 featured Jeff and Dee Stokoe presenting on Bolivia. From the largest salt flats on the planet, to the snowy peaks of the Andes, to lively market towns and bustling cities, the spectacular pictures were viewed by 37 interested attendees.
- Daytime Documentaries a Downtown Adult Services program, held on March 11 featured Ping Pong, an inspiring documentary about eight competitors in the World Over-80 Table Tennis Championships in Inner Mongolia. They are all in their 80s and 90s; one Australian woman is a centurion. Most of the players have been athletes all their lives, but one woman took the sport up as an octogenarian after suffering a stroke. 31 people attended.
- Briana, Manager, Adult Services and the staff of Adult Services now offer Tech Help Tuesdays, a drop-in hour of tech help that occurs every Tuesday afternoon on Level 2 of the Downtown Branch from 3-4 pm. Formerly provided by the DLC, it's a popular program attracting 2-6 attendees every week, dropping in for tech help.
- At the Dawe Branch, Manager Tatiana Tilly offered 5 sessions of One on One Computer Instruction program in March.
- On Sunday March 15, Briana, Manager, Adult Services, ran a *Maker Kids* program with Deb Isbister (Library Assistant, Children's). While 4 people attended, 2 stayed for the entire program and were thrilled to try out our tech toys, including the Makey Makeys and the LittleBits. This included one child's parent, who I think was more excited about the LittleBits than his kid! It was great to see such enthusiasm about these fun, educational toys and this is an area that can grow, both in numbers and quality of experience.
- Physical changes have been implemented in Level 4, Adult Services, to keep it a safe, clean and appealing place to visit: the study carrels lining the walls of the non-fiction department were removed and study space is being encouraged in the centre of the space, in view of the staff.
- Teen Services Librarian, Amy Trepanier connected with organizers of the Red Deer Reading College who subsequently donated books to the teen department to enhance the honour system lending library Amy has created at Vantage Youth Outreach Centre (formerly Street Ties) for teens who are not able to access the library due to behavioural issues and/or criminal involvement.
- Amy Trepanier co-hosted, with CARE an evening reception for very recent immigrants to Canada. Also in attendance at the event were; City of Red Deer, Jump Start, and the Red Deer Museum (among others). The nearly 60 new community members gained a wealth of information about the many fantastic (and free) local programs and resources available to them (particularly for those with children) over the summer months. Amy spoke to the group about registering for library cards, accessing Overdrive, Summer Reading Club for teens and children, reading pals, and many of our fun, upcoming adult events.

- Dawe staff (Programmer Lucinda Sheardown and Manager, Tatiana Tilly) attended an elementary grade assembly at St. Teresa School to present about the library.



The presentation went very well resulting in at least one class from St. Teresa coming to Dawe Branch to get library cards for the students. Dawe staff plan to take it to neighbouring schools as part of RDPL's school strategy.

Community

- Homebound library service visits in March included:
 - Barrett Place (Piper Creek Foundation, senior living) on March 11 in which Donna Stewart (Library Assistant, Adult Services) interacted with 2 residents, and rotated collection of 70 large print books
 - Bethany Care Nursing Home, March 18, Donna interacted with 15 patients and staff, checked out 33 items (25 on the Bethany Care card and 8 DAISY items to a patient)
- Tatiana Tilly, Manager, Dawe Branch had two meetings with new community partners planning the first Dawe Community Bike Fair.
- Recruiting Living Books started for the third Human Library session that the Dawe Branch will host for the annual Grow Boys event in May.
- Amy Trepanier, Manager, Teen Services, visited St. Thomas middle school and met with students and teachers to discuss programs and resources available to teens through the library and to promote the 2015 Teen Summer Reading Club (SRC). The Library Technician at St. Thomas has created a full-wall bulletin board promoting the Teen SRC. Amy's goal is to visit every class in the school over one week in May, to register every student for an RDPL Teen Card.
- On March 19, the Timberlands Branch hosted a French Games Night, co-sponsored with Canadian Parents for French (CPF). The event was well-attended and we hope to partner with this group again soon to plan bilingual programs for children and families.

Relationships

- Amy Trepanier, Manager, Teen Services, is collaborating with Red Deer Catholic Schools, to assist the school district in offering their students unique summer reading programming wherein students will access both school and public library resources over the summer months, with the aim of improving literacy and overall school performance in the following school year.

Fun

- Tatiana Tilly, Manager, Dawe Branch got to be a dragon and Lucinda Sheardown, the Dawe Branch assistant got to be Paperbag Princess in the interactive play of Paperbag Princess that was staged with the help of St. Teresa students during the library presentation at the assembly.



- Teen Services staff, Amy Trepanier and Mareen Redies, hosted a Maze Runner program in the Snell Auditorium, complete with a very complex maze spanning (and swirling and twirling!) the entire auditorium. Participating teens were required to successfully escape the maze in order to earn treats to eat during the screening of the movie. Much hilarity ensued!

- Amy and Mareen hosted a “Queen of Hearts” party at the end of the month, where teens learned to craft their own Queen of Hearts card collars while eating tarts and watching Tim Burton’s “Alice in Wonderland.” The following are a few of the resulting creations:



- The Timberlands Branch hosted two Spring Break programs during Easter Break, both of which were extremely successful. On March 31, our “Just Keep Swimming” program saw 50 people come out for Finding Nemo crafts, a scavenger hunt, a contest, and a screening of the movie. On April 1, a dozen children ages 8 and up came out for our “Maker Kids” program, which included Makey Makey and Little Bits, Lego and Duplo, and an “Imagination Station” craft area, shown below:



The Arts

- Red Deer Public Library's partnership with Red Deer Arts Council yielded another plus: an author reading on Friday, March 27th after their AGM. Local author, Miji Campbell gave a reading from her well-reviewed book, "Separation Anxiety: a coming of middle-age story". The book was recently reviewed in the Red Deer Advocate and will be officially launched in May at Audrey's books.
- The circus came to the Dawe branch – see pictorial below:

